



Illinois Local Wish Policies

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Introduction

The mission of the Make-A-Wish Foundation® is to grant the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. This mission is fulfilled through the teamwork and efforts made by both Program Service Staff and Wish Granting Volunteers. The Wish Granting General Practices have been created by the Program Services Department in our efforts to promote ethical practices, accountability and consistency when fulfilling our mission. These general practices do not replace our Wish Type Practices, which outline our guidelines for specific wishes, but should be used in conjunction with the Wish Type practices, that can be found [here](#).

In addition to our Wish Granting General Practices, the National Board of Directors at the Make-A-Wish Foundation of America have also established four broad governing policies (Governance & Legal, Wish Granting, Audit & Finance, and Fundraising & Communications) that promote ethical practices, accountability and legal compliance on the part of chapters, the National Office and their respective governing bodies. The National Wish Granting Performance Standards that Chapters are required to comply with can be found [here](#).

Chapter 1: Wish Granting Volunteers

- 1.1 All Wish Granters must be approved volunteers of the Make-A-Wish Illinois and must have completed the Wish Granter online and in-person trainings.
- 1.2 Wish Granters must sign and comply with the Wish Granter Commitment Statement upon completion of Wish Granter Training and the Conflict of Interest and Ethics Statement annually.
- 1.3 Wish Granters are asked to take all refresher trainings that are presented throughout the year to ensure they are remaining current with the most up-to-date procedures and practices.
- 1.4 Wish Granters are asked to keep specific information about the Wish Child and family confidential. In the event that the family indicates that they are okay with publicity we still ask that Wish Granters only share information that is related to the wish and that only the child's first name is used.
- 1.5 Wish Granters and Wish Staff are asked to work collaboratively as one team to ensure we are following national and local performance standards while granting high quality wishes.

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Chapter 2: Against Policy Wish Requests

- 2.1 The Make-A-Wish Foundation of Illinois strives to fulfill the heartfelt wish of every eligible child. Before approving any wish request, we evaluate the request against the following criteria:
 - (1) Is it truly the child's wish?
 - (2) Is it legal?
 - (3) Is it safe?
 - (4) Is it fiscally responsible?
 - (5) Can it have a detrimental effect on public perception about Make-A-Wish?
- 2.2 The Make-A-Wish Foundation of America prohibits all Make-A-Wish Chapters from granting the following wishes:
 - (1) Family-added enhancement that would result in the delivery of an item that violates national policy or when money is paid directly to chapter by the family.
 - (2) Firearms & weapons
 - (3) Gifts of money
 - (4) Gifts of real property, dwellings, or residences of any kind or payment of rent
 - (5) Helicopter rides and flight activities (sky diving, parasailing, paragliding)
 - (6) In-ground swimming pool
 - (7) Multiple wishes
 - (8) Primary modes of transportation including but not limited to cars, vans, trucks, motorcycles and SUVs

- (9) Remodeling/construction (defined as anything that adds livable square footage to an existing home, changes the exterior footprint of the original home or that changes the tax basis of the home)
- (10) Service Animals
- (11) Swim spas
- (12) Wheelchair Accessible Van Conversions
- (13) Wishes for large scale support
- (14) Wishes for medical treatment

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Chapter 3: Wish Participants

- 3.1** Make-A-Wish Illinois will approve the following wish participants: biological parents (or legal guardians) and siblings who are 18 years old or younger and live in the home.
- 3.2** If the wish child does not have any siblings who are 18 years old or younger and live in the home, the Foundation will approve one companion of the wish child's choice.
- 3.3** If the wish child only has one biological parent or guardian involved, a second adult (e.g., grandparent, step-parent, adult sibling, etc.) would be approved to participate.
- 3.4** If a parent or guardian is unable or chooses not to participate in the wish, we must include at least one "adult" participant who can provide supervision, act on behalf of the parent or guardian not attending, and be present to oversee the wish experience.
- 3.5** Nurses, caretakers and interpreters are approved on an as-needed basis. Nurse and caretaker participation is confirmed with the wish child's physician.
- 3.6** In truly exceptional situations, the Foundation may consider approving other participants on a case-by-case basis. Examples may include:
 - 3.6.1 Siblings over 18 who live in the home with the wish child
 - 3.6.2 Step-siblings who live with the wish child at least 50% of the time and whom the wish child considers to be like "full" siblings
 - 3.6.3 Grandparents or other relatives who live in the home with the wish child
- 3.7** If the wish child or family would like to include other people in the wish experience, the additional participants may join at their own expense. These participants would be considered non-comps and would be responsible for making and paying for their own arrangements. Non-comp participants cannot use the Make-A-Wish name when making their own arrangements.

Chapter 4: Special Wish Circumstances

Lost Wage Reimbursement

- 4.1** Should a wish parent inquire about the Foundation’s policy regarding lost wages as a result of taking part of their child’s wish experience, we can offer the family lost wage reimbursement for standard hours worked. We do not reimburse for overtime hours and typically reimburse for typical weekday hours (not weekend hours). In order to qualify, the parent cannot be self-employed and must provide a copy of their latest pay stub and a letter from their employer on company letterhead that verifies that the parent does not receive paid time off from work. The letter should also include:
- (1) The number of hours the employee works per week and
 - (2) The employee’s base rate of pay per hour

Note: Should a family inquire about being reimbursed for lost wages after the wish has been approved and is being planned, the Foundation may be limited in what can be reimbursed. The amount that can be reimbursed will be determined and approved by the Wish Manager.

Nursing Care

- 4.2** If more than 8 hours per day of skilled nursing care is required during a travel wish, we must escalate a conversation with the child’s medical team to our chapter medical advisor. In the event our chapter medical advisor feels travel is unsafe for the wish child, regardless if the child’s treating physician signed off on the medical clearance, Make-A-Wish reserves the right to deny travel.
- 4.3** Chapters must require written orders from the medical team for nursing care during travel wishes to ensure that care is medically necessary.
- 4.4** International travel and cruise wishes are not approved for children who require licensed nursing care during the wish.
- 4.5** Domestic travel for children requiring licensed nursing care, as stated by the child’s physician, is possible as long as 1) the family’s preferred nurse obtains a temporary nursing license to practice in the wish destination; 2) the destination state offers nursing license reciprocity; or 3) the wish family agrees to hire a nurse at the wish destination (Make-A-Wish can assist with arrangements and payment).
- 4.6** Should a nurse be approved to travel with the family the following documents must be obtained in order for the nurse to partake in the wish:
- (1) Signature on MAW Liability Forms
 - (2) Signature on Give Kids The World Participant Form and Publicity Release (when applicable)
 - (3) Copy of Driver’s License (when applicable)
 - (4) Temporary Nursing License Form (when applicable)

- 4.7** Should a nurse be approved to travel with the family the following items will be included: airfare, accommodations, meals, rental car, luggage fees, small stipend for miscellaneous items and, for a daytime nurse only, admittance to all activities planned throughout the week. Typically, the Foundation will send the Wish Child's regular nurse and will work with the family's nursing agency to make arrangements. The nurse's number of hours worked will be based on the physician's requirement and agency approval.
- 4.8** If the nurse needs to be hired at the wish destination, the Foundation will choose the nursing agency that will be used for the wish trip to ensure it fits the child's need and fits within the Make-A-Wish budget.
- 4.9** Any nurse that participates on the wish shall not bring personal guests. If travel is not possible without bringing a travel companion, an exception may be granted, but permission must be approved by both the Wish Family and the Foundation.

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Interpreter

- 4.10** The Make-A-Wish Foundation of Illinois will approve an interpreter to accompany a family on their wish trip should the family's primary language be something other than English.
- 4.11** The Make-A-Wish Foundation of Illinois will NOT approve an interpreter in the event that a child wishes to visit a foreign country and they do not speak the country's native language.
- 4.12** Should an interpreter be approved by the Foundation, Make-A-Wish will allow a family member or friend to attend as the interpreter. Make-A-Wish will cover the interpreter's airfare, accommodations, meals, luggage fees, and admittance to all activities planned throughout the week.
- 4.13** If a family member or friend is unable to assist as the interpreter one will be hired at their wish destination for use throughout the wish trip. Make-A-Wish will cover all the interpreter's fees, meals and admittance to any planned activities throughout the week.
- 4.14** Any approved interpreter that participates on the wish shall not bring personal guests. If travel is not possible without bringing a travel companion, an exception may be granted, but permission must be approved by both the Wish Family and the Foundation.

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Scheduling the Wish

- 4.15** Wish Families are asked to work with their Wish Granters to determine three distinct, potential date ranges for their trip (travel wishes) or wish reveal (non travel wishes) within the average timeframe that it takes for Make-A-Wish to complete a wish. In order for the Foundation to accommodate one of the families date requests we must have all the required paperwork in advance.

- 4.16** If the Wish Family has failed to return the required paperwork three months after the initial wish visit a paperwork letter will be sent out to the family that will give them an additional two weeks to return the paperwork. If we do not receive the paperwork after this letter has been mailed to the family and several phone attempts have been made we may have to ask the family to choose new dates.

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Wishes Requiring Passports

- 4.17** Wishes that require a valid passport for travel will not be booked until we have been provided with a copy of their valid passport or a receipt that proves they have applied for their passport. The wish child's parent(s) or guardian(s) are responsible for obtaining valid passports, visas and any other documentation required for international travel, including cruises to international destinations. In the event that the family does not have enough money to cover the costs of passports or visas the Foundation will cover the expenses, including the execution fee and the US Department of State fee, for all approved participants.
- 4.18** Should a non-US Citizen need a new foreign passport to travel domestically or internationally, it will be the responsibility of each participant to make their own passport application appointment at the appropriate embassy and obtain the required documents necessary (i.e. birth certificate and or proof of citizenship to their native country) to complete their application. Should the Consulate be booked and the family isn't able to secure an appointment in a timely fashion, Make-A-Wish is able to try and accelerate the appointment process by submitting a letter expressing the unique nature of the Wish request and time frames; however there is no guarantee the request will be granted.

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Extending Wish Travel

- 4.19** Per MAWFA, chapters should only grant extended domestic travel with the permission of the assisting (host) chapter. Requirements vary for international travel wishes.
- 4.20** Extensions that are approved by both Make-A-Wish Illinois and the assisting (host) chapter can only take place on the backend of trips, not the frontend.
- 4.21** Approved extensions should not exceed 7 days domestically and 10 days internationally from the last day of the approved Make-A-Wish trip.
- 4.22** The Foundation will book and pay for airfare for a family's extended dates provided that the rates do not exceed rates for the standard wish portion by \$50 per ticket or \$250 per family. If rates for extended travel exceed \$50 per ticket or \$250 per family, the family will be responsible for covering the difference or will have to forgo the extension.

- 4.23** The Foundation will book roundtrip airfare to and from the wish destination. If the family extends in a different location, the family is responsible for getting themselves to their extended travel destination and back to their wish destination in order to fly home. The Foundation will not fly a family to the wish destination and home from the extended travel destination if they differ.
- 4.24** The booking and cost of all arrangements during the time of the family's extension (including, but not limited to: hotel, transportation, meals and activities) are the responsibility of the family. When booking arrangements, the family cannot use the Make-A-Wish name. If the family will have a rental car for the wish portion of the trip, they will need to return the rental car on the last day of the wish and then begin a new contract for the extension portion of their trip.

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Non-Comp Participants

- 4.25** If additional people would like to participate in the wish but are not approved participants, they will be considered non-comp participants. The booking and costs (including, but not limited to: airfare, hotel, transportation, meals and activities) are the responsibility of the non-comp participant(s). When booking arrangements, please do not use the Make-A-Wish name. It is the responsibility of the Wish Family to share trip details with potential non-comp participants so they can book their arrangements.
- 4.26** All non-comp participants must sign the Make-A-Wish Foundation Liability Release and Authorization Re: Medical Information and Publicity. Other forms may be required based on the circumstances.
- 4.27** Per WG 4.5 Non-Make-A-Wish Funded Wish Participants performance standard chapters shall not include "non-comp" (i.e., not included/funded as part of the wish) wish participants for celebrity or group wishes managed through the National Office Entertainment and Sports Relations program. Inclusion of non-comp participants associated with locally managed celebrity or group wishes will be at the discretion of the designated Make-A-Wish contact.

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Wishes Costing Over \$20,000

- 4.28** Any wish that has the probability of exceeding \$20,000 in cash must await approval from the Make-A-Wish Illinois Board of Directors before proceeding.

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Accommodations for Divorced Parents

- 4.29** In the event that the Wish Child's parents are divorced and are both attending the wish trip, Make-A-Wish Illinois will provide separate accommodations and a separate cash card for each parent at their request.

4.30 In the event that the Wish Child's parents are divorced but one or both parents are uncomfortable spending the duration of the trip together, we can split the trip between the two parents at their request. The split trip must be taken consecutively for the quality of the wish to remain intact.

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Boarding Animals

4.31 The Foundation does not cover the cost of boarding the Wish Family's animals during the wish trip. This is the responsibility of the Wish Family.

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Wishes On Hold

4.32 When a family elects to put the child's wish on hold, wish granters should remain in regular contact with the child and family unless the family has requested privacy. Please periodically inquire about the child's health and well-being and help build hope and anticipation for the child and family through any number of personalized ways.

Assistance beyond the Scope of a Wish

4.33 If there are components to a child's wish that fall outside our National and Local Wish Granting Performance Standards, wish granters are prohibited from fulfilling those out of scope components. This practice holds true even if the below circumstances apply:

- Wish granters would like to personally fulfill these items outside their volunteer role as an active wish granter.
- The out of policy items were donated by personal connections of the wish granting volunteer.
- The vendor helping on the wish is willing to donate the items out of scope.
- The wish family has personal connections to people who would be willing to do the out of scope work.

The inclusion of out of scope work makes it difficult for wish families, donors and the community at large to understand what aspects of the wish Make-A-Wish provided. Furthermore, it makes it difficult for Make-A-Wish to provide an equitable and consistent wish experiences by wish type.

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Chapter 5: Closing Wish Files

- 5.1** In circumstances where the Foundation has lost contact with a wish family and the proper due diligence has been conducted in an effort to locate and reengage the wish family – the wish file may be officially closed. Given the myriad of emotional, medical and financial complexities that wish families face, Make-A-Wish of Illinois will proceed with extreme caution when considering closing a wish file, taking into account any known extenuating circumstances with each family before taking such a final step.
- 5.2** Once a wish file is officially closed, the child is deemed no longer eligible for a wish. Should the child ever want to pursue a wish in the future, he or she would need to reinitiate the referral process, and be recertified as eligible based on the Foundation’s eligibility criteria in place at that time.
- 5.3** In the event that a family wishes to wait for their wish to be granted due to medical or personal circumstances we can place the wish on elective hold. However, we do encourage that a family only remain on elective hold for one year so that we can grant the wish of each referred and eligible child within two years of the date of referral.

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